

### WHAT IS CLAIMED IS:

1. An answering system, comprising:

a database of back-end customer for storing a plurality of records of back-end customers, each record including a reply address;

5 an exchange electrically coupled to a PSTN and being adapted to receive a plurality of calls from the PSTN simultaneously, each call being corresponding to one of the back-end customers;

a plurality of terminals;

a recording device;

10 a data bus electrically coupled to the database of back-end customer, the exchange, the terminals, and the recording device respectively; and

a host electrically coupled to the data bus and comprising an on duty shift list of a plurality of operators operating the terminals;

wherein in response to receiving a call from a front-end customer by the  
15 exchange, the host dispatches the call to one of the terminals based on the on duty shift list so that the operator operating the dispatched terminal can converse with the front-end customer, the recording device is commanded to record the conversation as a voice file and generate an associated index, the host further searches the database of back-end customer for finding a  
20 reply address of a back-end customer to which the call being corresponding, and the host sends a reply message associated with the associated index to the corresponding back-end customer subject to the reply address.

2. The answering system as claimed in claim 1, wherein the reply address of the corresponding back-end customer is a telephone number.

3. The answering system as claimed in claim 2, wherein the reply message for the corresponding back-end customer is a short message and the telephone number is the telephone number of a cellar phone for receiving the short message.

5        4. The answering system as claimed in claim 1, wherein the reply message is an e-mail and the reply address of the corresponding back-end customer is an e-mail address.

5. The answering system as claimed in claim 1, further comprising a database of front-end customer electrically coupled to the data bus and  
10        being adapted to store a plurality of records of front-end customers each having a telephone number, the exchange is further operable to fetch the telephone number of the front-end customer who initiates the call, the host compares the telephone number of the front-end customer with a plurality of telephone numbers of the records stored in the database of front-end  
15        customer for finding a corresponding record of the front-end customer, and displays the corresponding record of the front-end customer on the terminal.

6. The answering system as claimed in claim 1, further comprising an interactive voice responding device electrically coupled to the data bus and  
20        being adapted to store a plurality of records of responding voice messages, each record of responding voice message being corresponding to a respective one of the back-end customers, the interactive voice responding device is able to play a corresponding one of the records of responding voice messages based on the back-end customer to which the call being

corresponding before connecting the call from the exchange to the terminal.

7. The answering system as claimed in claim1, wherein the host further comprises an identification table containing a plurality of records of usernames and passwords associated with the back-end customers so that in  
5 response to receiving a call from one of the back-end customers by the exchange for listening a voice file and the listening telephone call includes a input password with an associated index of the voice file, the host compares the input password and the password in the identification table to determine whether the back-end customer has the authority to listen the corresponding  
10 voice file of the back-end customers in the recording device or not, if yes, the host searches the corresponding voice file in the recording device subject to the associated index and then sends the corresponding voice file to the back-end customer.

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